

1/57

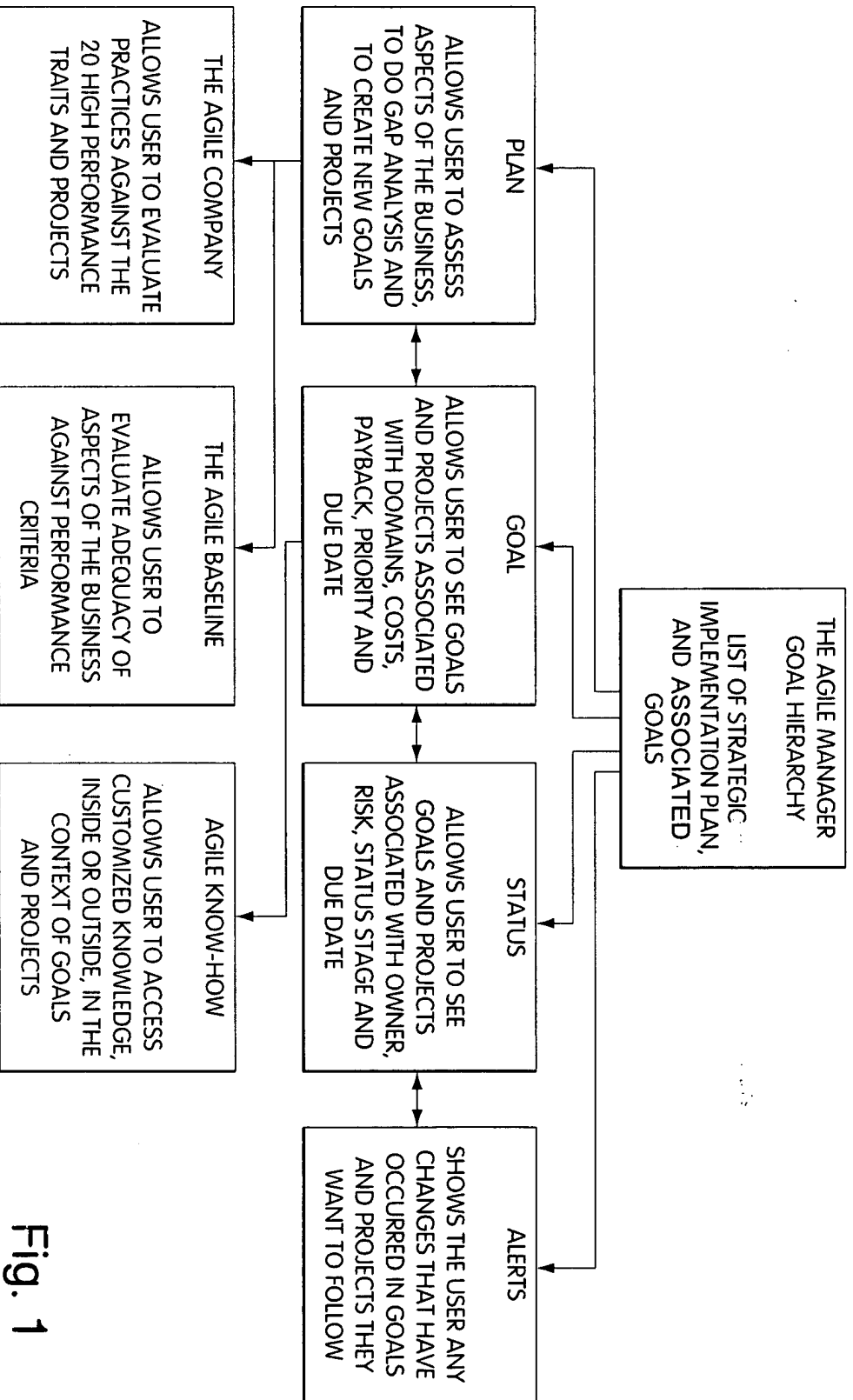


Fig. 1



Replacement Sheet

13/57

Expand business with most profitable customers | Summary - Netscape

File Edit View Go Communicator Help

Bookmarks Location: /agility0005/am/act_summary.jsp?proj=PSCDB565336755E10072391DBEA017F30 N

Act Goals Plan Administer

Summary

Expand business with most profitable customers

Parent Goal:

Owner: Doug Beaven

Objective
Cross sell and up sell our products to our existing client base from a position of strength.

Domain: Customers
Status: not started
Due Date: 09/01/99
Actual Goal:
Desired Goal:
Gap:
Priority: 5
Risk: 3
Stage: Analysis/Assessment
Investment: \$125,000.00
Payback: \$16,750,000.00

History
(04/14/99) SubProject - Added subproject: Identify clients with the greatest \$ opportunity.
(04/14/99) SubProject - Added subproject: Have profitable products for every segment
(04/13/99) Date - Target date changed to 09/01/99.
(04/13/99) Create - Project created.

Agile Manager

Document Done

Fig. 13

15/57

Goals

[Select] ▼

Plan

Administrator

View Contributing Goals

Show Columns for: Priority ▼

Expand business with most profitable customers	Cost	Payback	Priority	Due
Deepen relationships with high net worth clients	750,000	5,000,000	5	6w
Have profitable products for every segment	75,000	250,000	5	34w
Top Goal Total:	\$825,000.00	\$5,250,000.00		
Agile Manager				

Fig. 15

Replacement Sheet

20/57

Goals

Plan

Administor

[Select] ▼

View All Goals

Show Columns for: Status ▼

	Risk	Owner	Stage	Status	Due
⊗ <u>Have profitable products for every segment</u>	4	<u>Mike Jones</u>	Requirements Gathering	needs attention	34w
⊗ <u>Monitor competitive moves around the Internet</u>	3	<u>Doug Beaven</u>	Analysis/Assessment	needs attention	7w
⊗ <u>Reduce Breakeven on New Business</u>	4	<u>Doug Beaven</u>	Implement	needs attention	7w
⊗ <u>Develop an RFP for professional services support</u>	4	<u>Joe Smith</u>	Retrospective	completed	-4w
⊗ <u>Perform reference checks on short list of PS firms</u>	4	<u>Doug Beaven</u>	Retrospective	completed	-4w
○ <u>Ask clients about our perceived competencies</u>	5	<u>Doug Beaven</u>	Requirements Gathering	not started	1d
○ <u>Eclipse competition with our e-comm capability</u>	5	<u>Doug Beaven</u>	-	not started	-
○ <u>Expand business with most profitable customers</u>	3	<u>Doug Beaven</u>	Analysis/Assessment	not started	17w
○ <u>Find new company or spin off threats</u>	5	<u>Doug Beaven</u>	Implement	not started	9w

Fig. 20

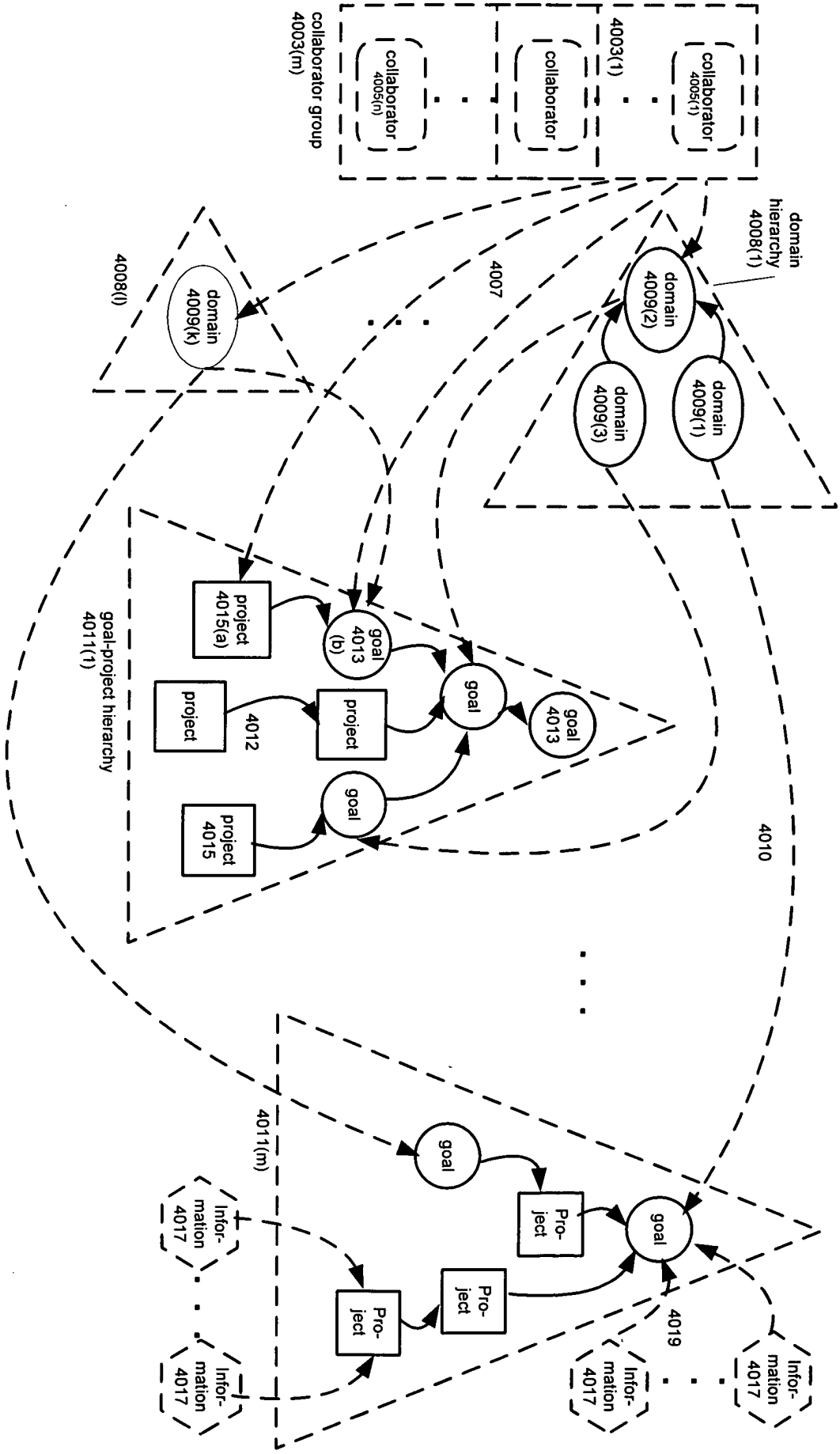


Fig. 40

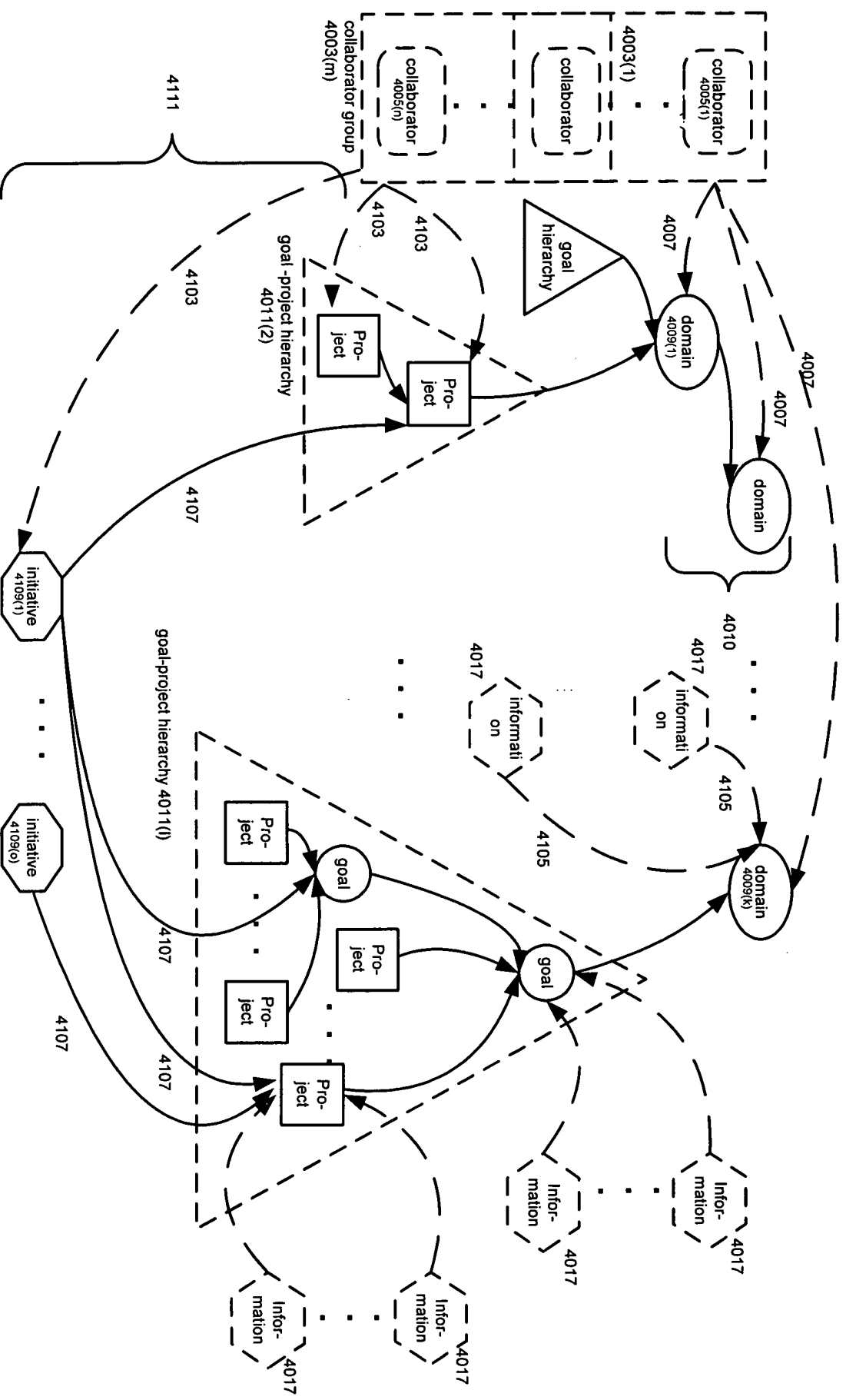


Fig. 41

47/57

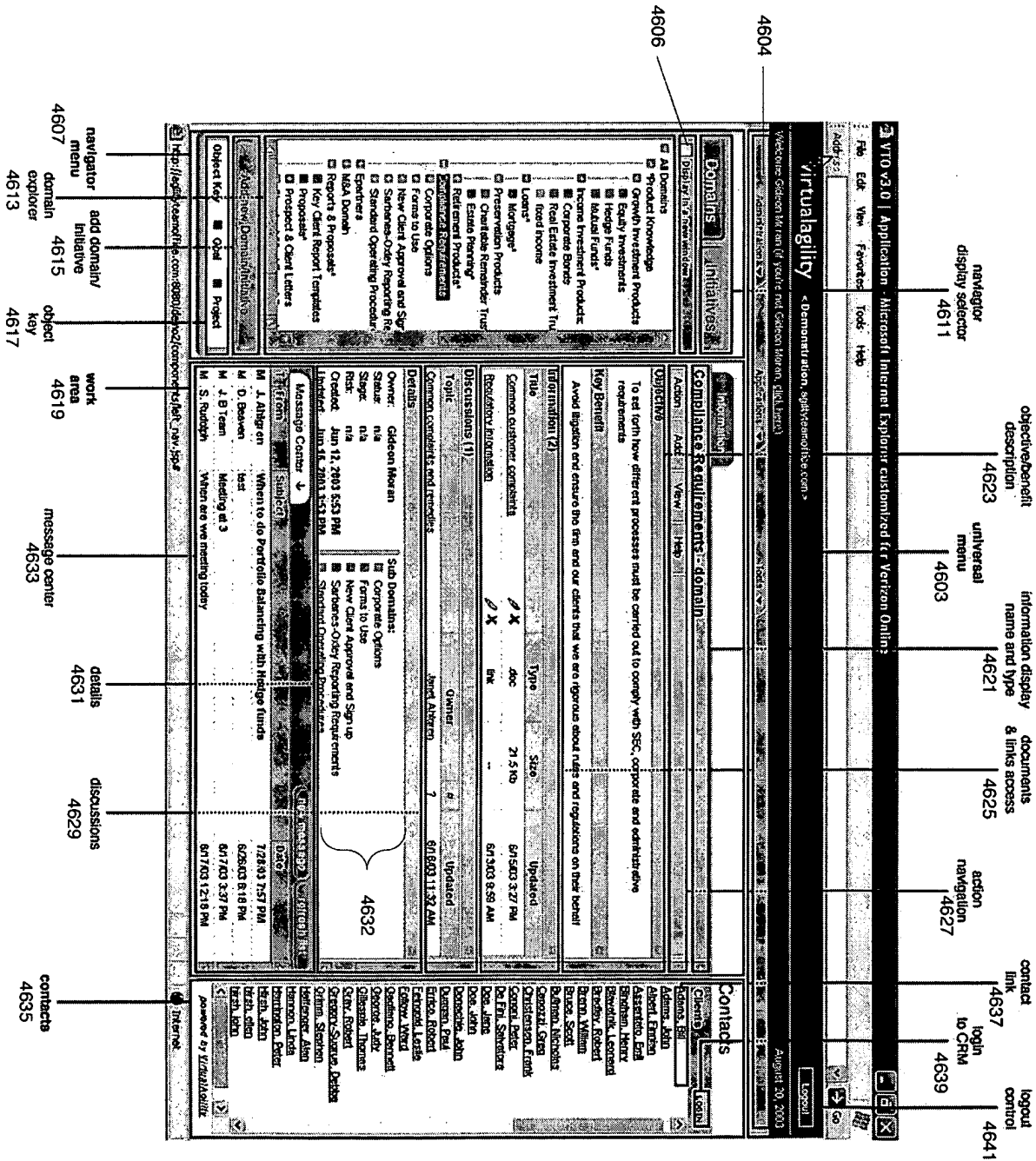


Fig. 46